

Issue 2. August 2014

DARWEN HEALTHCARE NEWSLETTER

Comments from
Ann Neville, Customer Service Manager



Welcome to our second newsletter.

We say goodbye on the 5th August to our registrar, Dr Paul Mylador who has now carried out his final year of GP Training. The practice wishes him every success in his future career and hope that he will keep in touch with us from time to time.

Coming Soon:

Order your prescription online
Book appointments online

Flu Campaign

The practice will be running our yearly flu clinics from week commencing Monday 29 September 2014. You are eligible for a vaccination if you are in an “at risk” group:

- Over 65
- COPD or Asthma
- Diabetes
- Coronary Heart Disease
- Stroke/TIA
- Chronic Kidney Disease
- Chronic Liver Disease, e.g. hepatitis
- Splenectomy
- Immunosuppression due to disease or treatment
- Pregnant Women
- In Long Stay residential or care homes
- If you are a carer

Appointment Booking

Appointments can be booked from week commencing Monday 1 September 2014.

Details of the booking process to follow shortly. In order to meet patient needs we will have a selection of clinics taking place Morning, Afternoons and 1 evening per week during the month of October.

Are you a Carer?

Please tell us at reception if you are a carer so we can add you to our register.

Failed to Attend Appointments

Regrettably during the month of June and July a number of patients did not attend their GP appointment and failed to cancel their appointment which denied some of our patients the opportunity of seeing one of our doctors:

June 14 55 Patients Did not Attend appointments to see their named GP

June 14 15 Patients Did not Attend their priority on the day appointment

If you are unable to attend or no longer require the appointment please let us know as soon as possible so the appointment can be given to another patient.

Patient Reference Group

If you are interested in joining the group please ask at reception to speak to the customer service manager. The latest information is on our website and the noticeboard in reception.

Dementia Screening

The surgery is contacting patients who the NHS have identified as “at risk” of developing dementia, due to medical conditions, to offer them a memory test. If after completing the test it shows a possible problem then they will be offered a referral to the memory clinic for further testing. For patients with dementia and their carers and families, the benefits of timely diagnosis and referral will be to enable them to plan their lives better, to provide timely treatment if appropriate, to enable timely access to other forms of support, and to enhance the quality of life.

Free NHS Health Checks

We will be continuing this year with our Health Checks for people aged 40 -74 years old and have not been diagnosed with health problems, such as, heart disease, diabetes, stroke or kidney disease. The NHS Health Check is part of a national programme which will enable you to be offered a free check, every five years. If you receive a letter inviting you to attend for your health check, please do so, as these checks can help you maintain a healthy lifestyle.

Our patients who have learning difficulties will be invited to attend for their annual health check again this year. This is an important health check as it gives patients with learning difficulties or their carers the opportunity to discuss anything that may concern them about their health.